



UTILITY BILLING TECHNICIAN

CLASSIFICATION SPECIFICATION

FLSA STATUS: Non-Exempt

BARGAINING UNIT: General

JOB SUMMARY

Under general supervision to perform statistical and fiscal recordkeeping support related to the processing and maintenance of District utility billing data and reports; and performs related duties, as assigned.

DISTINGUISHING CHARACTERISTICS

The Utility Billing Technician is a discrete senior level classification that is responsible for processing and maintaining District utility billing data and reports. While not part of an established classification series, the Utility Billing Technician is distinguished from the Accounting Technician in that the Utility Billing Technician is responsible for primarily utility billing duties while the Accounting Technician is responsible for the overall processing and maintenance of District financial reports.

WORK SCHEDULE

The regular work hours for employees in office positions shall be seven and one-half (7½) hours scheduled between 8:30 A.M. and 5:00 P.M. with one (1) hour off for lunch. Flexible schedules must be worked out to attain 75 hours of work during each two week pay period

EXAMPLES OF DUTIES AND RESPONSIBILITIES (ILLUSTRATIVE ONLY)

Duties may include, but are not limited to, the following:

- Prepares monthly and bi-monthly billing by cycle.
- Compiles, inputs, monitors, processes, and generates information and statements related to using computerized Utility Billing.
- Develops and manages databases for tracking various activities.
- Tracks water delivered to other agencies.
- Maintains District records of authorized meter connections per parcel.
- Reviews payments from external sources posted to customer accounts.
- Communicates with financial officer regarding incorrectly posted payments.
- Create billing adjustments for customer accounts.

- Process customer return payments, refunds, adjustments and check requests through various systems.
- Communicates with departments on matters of balancing records.
- Performs daily worklist in customer billing system and research and resolve account issues.
- Correct payment errors.
- Research payment inquiries.
- Responsible for providing support documents for internal audits.
- Performs all meter changes and maintains record of all changes.
- Create and set up new customer accounts.
- Create, set up accounts, and assign account numbers for new services.
- Tracks sealed in unsealed meters and sends out field staff for verification.
- Sets up new customer accounts.
- Responsible for the information accuracy of individual meter accounts.
- Coordinates the collection of past due accounts including the preparation of proper notification.
- Monitors accounts and prepares lien notices as necessary.
- Initiates and completes annual lien process. Prepares list of delinquent amounts to be added to taxes.
- Compiles and tabulates information for monthly and annual reports.
- Receives and processes service requests, collecting appropriate funds, and coordinates establishment of services with other District staff.
- Resolves a variety of problems concerning meter readings, high consumption, delinquent accounts, seal, unseal, non-reads, and improper billings including adjustments to the accounts.
- Coordinates account status problems with District accounting staff.
- Coordinates problems of meter location, type of installation, and meter size with operations and engineering personnel.
- Researches and applies District policies and regulations regarding establishment and maintenance of services.
- Audits meter readings.
- Meets with customers to discuss and resolve problems and concerns.
- Trains staff as needed on meter programs and billing software.
- Assists in routine and special assignments when needed.
- Follows oral and written directions.
- Acts as back-up for other office positions.
- Performs special assignments as directed.

Knowledge of:

- Broad overall District operations at a basic level including water delivery and distribution system.
- Applicable District policies, regulations, and standard operating procedures regarding reading, testing, and calibrating meters, establishment and maintenance of services, billing practices, financial record keeping, and delinquent accounts.
- Geography of the District and the location of District facilities.
- Basic principles, practices, and methods of financial management include requisitions, apportionments, allotments, investments, fiscal management, activity reporting, and fiscal year guidelines.

- Specifications, uses, and types of computers or computer-related equipment.

Ability to:

- Work with clients, customers, external stakeholders, and the public to assess their needs, provide information or assistance, establish and maintain relationships, resolve their problems, or satisfy their expectations; understand and apply District practices, policies, and services; provide quality services.
- Express information to individuals or groups effectively, considering the audience and nature of the information; make clear and convincing oral presentations; listen to others, receive feedback, and respond appropriately.
- Prepare written communications, reports, and presentations in a clear, concise, organized, and convincing manner for the intended audience.
- Use applicable computers, software applications, databases, telephones, other office equipment, and automated systems to accomplish work.
- Maintain and update payment and billing records, resolving problems regarding delinquent accounts.
- Perform research, analyze, and evaluate information to evaluate alternatives, make recommendations.
- File, type, enter data, maintain records, and use and complete forms.
- Perform arithmetic calculations quickly and accurately.
- Demonstrate regular and predictable attendance.

MINIMUM QUALIFICATIONS

Education and Experience:

Any combination of education, experience, and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Education:

High school diploma or the equivalency thereof sufficient to assure the ability to read and write at the level required for successful job performance.

Experience:

Two (2) years of increasingly responsible work experience in performing customer service and relations work, involving public contact and receipt and accounting for money, preferably including experience in working with a water or wastewater treatment agency.

Required License, Certificate or Training:

- Possession of an appropriate California operator's license issued by the State Department of Motor Vehicles. Possession and proof of a good driving record as evidenced by freedom from multiple or serious traffic violations or accidents for at least a two (2) year duration. The driving record will not contribute to an increase in the District's automobile rates.

WORK ENVIRONMENT

The work environment characteristics described below are representative of those an employee encounters while performing the essential functions of this job. Upon request, reasonable accommodation may be provided to enable individuals with disabilities to perform the essential functions of the job.

- Primarily inside an office environment at a desk for extended periods of time.
- Minimal Exposure to outdoor environment, sun, heat, rain, cold.
- Minimal Exposure to loud or noisy environment.
- Minimal Exposure to slip, trip, and fall hazards.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

- Regularly required to use hands and fingers to handle or feel.
- Frequently required to talk, hear, and to sit and reach with hands and arms.
- Sometimes required to stand, walk, climb, balance, stoop, kneel, crouch, or crawl.
- Occasionally lifts and moves objects up to 25 pounds such as large binders, books, and small office equipment.
- Occasionally required to operate a motor vehicle in performance of job duties.
- Hearing within normal range
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

HISTORY:

- Revision date: August 2023
- Approval/Adoption date: December 18, 2024